

Rutherford County PAWS 2015

1. Provide animal control services to Rutherford County residents, visitors, and animal population in order to reduce pet overpopulation, reduce preventable animal disease, and reduce attacks and injuries from violent animals.	1. a. Recruit and maintain/retain appropriate level of qualified staff and volunteers.	
		a. Continued improvement on communication
	1. a. Properly train and equip staff and volunteers.	
		a. Focus on ACO training
		b. Continue volunteer orientations at least twice monthly
		c. Continue improvements on Toughbook connectivity (CradlePoint)
		d. Vests for all ACOs
		e. New truck and chassis
	1. b. Conduct enforcement of all Federal, State and County laws and regulations.	
		a. Decrease number of impounds to shelter
		b. Explore the possibility of an Environmental Court
	1. c. Conduct Spay and Neuter services	
		a. Increase spay/neuter surgeries using license fee increase
		b. Close out CATSNIP grant
		c. Animal Friendly Grant
		d. Trial period on Community Cat surgeries

		e. Increase surgery capacity with addition of surgical assistant
	1. d. Conduct effective Rabies Control	
		a. Participation in Rabies Clinic
		b. POV protocol
	1. e. Reduce expenditures by being excellent stewards of all resources	
		a. Continue improvement on Toughbook connectivity
		b. New chassis and unit
		c. GPS devices in trucks (CradlePoint)
2. Provide high quality customer service to citizens and exceptional animal care and medical treatment to the animals that come into RC Animal Care.	2. a. Provide and maintain a treatment and control facility that insures animals are treated humanely and imparts staff and visitors with a positive experience.	
		a. Uniform feeding program
		b. Behaviorist/training employee
		c. Focus on phones/voicemail
		d. Continued focus on proper cleaning
		e. Increased efficiency at front desk
	2. b. Educate and train employees and volunteer workforce.	
		a. Continue focus on training
		b. Recruit additional volunteers
		c. Specific training for in-house staff on customer service
		d. Behavior Assessments
3. Educate and inform the residents and visitors of Rutherford County in order to promote responsible pet ownership, and to increase adoptions of domestic animals.	3. a. Conduct effective community outreach and education programs.	
		a. Seek to implement Pets for Life model

	b. Work towards implementation of school age programs
	c. Addition of PR employee to promote PAWS in a consistent manner
	d. Friends of the Shelter 501c3
3. b. Provide animal adoption services in order to decrease animal euthanasia	
	a. Increase mobile adoption availability
	b. Increase network of rescues using behavior/training addition
	c. PR addition to develop/promote additional adoption events at PAWS
	d. Open adoption process
	e. Rescue Waggin' Program
	f. Behavior Assessments